From: Tremble, Troy A. - Manager CRM Systems

To: "Crystal James"; Ajit Apte; Alan Marshall; Allen Austin; Amanda Bayley; Ambuj Srivastav; Amy Schintz (MP); Andrea Chan (achan@winnipeg.ca); Angela Hodges; Annette Lovitt; Armando Bolivar; August Lindner IV; Barbara Oleck; Becki Cadis; Becky Pope; Bevan Grice; Billy Von Bautista; Blanca Barajas; Brenna Martin; Brij Majano; Cathy Wylie; Chad Vaccarino; Chantal Nault; Charlene Ussery; Charles Lei; Greenwood, Chasity L.; Christina Veltkamp; Christina Waite; Christine Martinez; Dailey, Chris B. - Manager CRM Systems; Christopher Merrill; Cindy Nelson; Clayton Mauldin; Courtney Basile; Rojas, Cynthia E.; Damien Beresfeord; Darci Miller; Darla C Cabrera (dcabrera@cleanwaterteam.com); Darrin Duhon; Darryl Klause (dklause@winnipeg.ca); Dave Manville; Dave Vogel; Dave Yeselavage; David Garcia; David Rice; David Wiedmeier; Dawn Frye; Deb Braun; Debra Walz-Burkett ; Denise Hutchinson; Diala Batshoun; Donald Case; Donald Crow; Donald Dyson; Donna O"Brien (donna.obrien@mid.org); Elaine Stupi; Elena Montalvo; Elizabeth O"Conner; Eric Davis (Eric.Davis@oncor.com); Evelyn Page; Flora Chang; Gabby Mendoza; Gary Jensen; Gayle Shimizu; Gina Calabro; Glenn Amy; Greg Lyon; Hal Hagen; Harold Concepcion; Heather Hallett; Heather Warren; Hedi Ago; Hillary Bargagliotti; Huma Razzak (hrazzak@torontohydro.com); Hung Nguyen; Jason Quick (jquick@winnipeg.ca); Jean Chamberlain; Jeanne Atkinson (MP); Jeff Lynch; Jeff Mayne (MP); Jeffrey Lo; Jennifer Turner; Jeremy Marquette; Jerrica Simms; Garcia, Jesus J. - Dir CRM Systems; Jim Weeg; Jimmy Chen (jchen@torontohydro.com); Johanna Raycraft; John J Andreasik; John Little; John Sims; Josephine A. Sassano; Josephine Barrios; Joyce Miceli; Judith Miller; Julie O"Neal; Julie Stewart; Julien Bellorgey (julien.bellorgey@suez-na.com); Kathleen Pankoe; Kellie Reem; Kent Halder; Kevin Boutchard; Kevin Champion; Khawer Rauf; Kris Peterson (ALLETE); Kristen Faulkner; Kurt Rowley; Leslie Benfield ; Leslie Miller; Linda D Beddows; Lisa Burnette; Lisa Chiasson; Lisa Holliday; Lisa Kappenman (ALLETE); Lisa Martinez; Lois Stark; Manoj Pandit ; Marge Vizcarra; Marianne Walker; Maribel Nieves ; Martha Hobson; Mary Corby; Mary Wegner (mwegner@mge.com); Matt Larson; Strickland, Matt J.; Melani Chacon; Melissa Josey-White; Melissa Ortman (ALLETE); Michael Moss; Michael Troia; Michelle Asaro; Michelle Gilchrist; Molly Cormaney; Morlon D Bell-Izzard; Nikki Evans; Norma Palomera; Obe Everett ; Oliver Tran (otran@winnipeg.ca); Oran Weaver; Osvaldo Hernandez; Pam Harrold; Paul Mason; Paul Roller; Peggy Ellison; Penny Karagianakos; Peter Manalil; Rajani Kondury; Rajesh Prasad; Raminder Singh ; Randy Barbee; Randy Miller; Randy Vance; Raymond Anderson; Raymond Kelly; Regina DeGuzman; Rejith (RJ) Kumar (rj@esc-partners.com); Richard A. Reese; Robert Burton (rburton@winnipeg.ca); Robert Jones; Roberto Ocampo Saya; Robin Nichols; Robin Souder; Roger Brown; Ron Fennell; Ryan Darlow; Ryan Pham; Sabrina Kleinheitz; Sally Barakat; Sami Balestri; Sandra Maganas; Scott Reed; Shelly Stockhorst (sstockhorst@saskenergy.com); Shigeo Armando Nishi Lozano (snishi@celsia.com); Sickler, Richard L; Stacey Zinyk (Stacey.zinyk@atco.com); Stacy Smith; Stella Udumula; Stéphane Normandeau (snormandeau@winnipeg.ca); Steve Rubin; Steven M Johnson; Steven Ober; Sue Alcantara (sue.alcantara@longbeach.gov); Sue Skinner-Schmudlach (sskinner-schmudlach@mge.com); Sue Twardy; Susan Decker; Suzanne B. Hamilton; Sylvia Welch; Tammy Byrd; Tarja Nummela; Tashonda Betts; Teri Kaczmarek; Teri Sovak; Terry Vicuna (terry.vicuna@epelectric.com); Tina Bekeros; Tom Glaser; Tom Hoffken; Tony Kus; Tony Mossbarger; Tonya Morin; Tonya Taylor; Tricia Zacharisen; Venkata Nimmala (venkata.nimmala@aps.com); Vijay Suravarapu; Warwick Tichbon; Wendy Greess; William Schmidt; Yelena Figueroa

Subject: RE: Kiosk question

Date: Tuesday, February 12, 2019 5:18:51 AM

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Hi Crystal,

JEA currently uses KUBRA as one of our third party payment processors (ACH and credit card through both IVR and website channels). We have just started talks with KUBRA in the last few months and the are in the middle of rolling out a new kiosk solution towards the end of summer/early fall timeframe. We intend to pursue this additional feature when it becomes available for similar reasons – although I believe we intend to funnel most of the payment-only transactions to the kiosk – reserving our counter agents for most advanced work.

Hope that helps, feel free to reach out directly in the fall if you want to discuss our experience.

PS to everyone – Don't forget to register for the Oracle Edge Conference and the Oracle Utilities User Group Conference – hope to see you all in Austin in March!

https://eventreg.oracle.com/profile/web/index.cfm?PKwebID=0x607374abcd
https://ouug.org/

Thank you,

Troy Tremble
Manager, CRM Systems
JEA
904-665-5185 (w)
904-228-4949 (m)

Good afternoon. Grant PUD is looking to install Kiosks in our Local Offices so customers have that option for making payments if there are lines.

Does anyone else using Kiosks for payments?

If so, do you also use the same vendor for online payments if you offer that as well?

Can you share who your vendor is?

Thanks

CRYSTAL JAMES
Grant PUD
Customer Solutions Systems Analyst
1.509.766.2535
Ext 2929

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